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Inside APHIS

Vol. 12 No. 7 United States Department of Agriculture • Animal and Plant Health Inspection Service October 1992

APHIS Managers Appointed to New Posts

Don Husnik reported Oct. 18 to Moorestown, NJ, as Director of PPQ's Northeastern Region. Husnik had been Acting Deputy Administrator for M&B since Sept. 1991; before that, he was PPD Director for 3 years.

Husnik started his APHIS career in the Northeastern Region in 1962 as a PPQ officer in Detroit, MI. He also served as Officer in Charge in Alaska and Assistant District Director in California.

Except for a turn as Director of the PPQ Southeastern Region in the early 80's, Husnik has since served in various administrative and management functions in Washington, DC.

Husnik received a B.S. degree in agronomy from the University of Minnesota.

Three REAC/VS Changes

Dale Schwindaman has been named as Deputy Administrator for REAC, effective Oct. 18.

Schwindaman, most recently Director of VS' Western Region, has long-time experience with the Animal Welfare Act and its predecessor, the Laboratory Animal Welfare Act of 1966.

He served in 1988-89 as REAC's Assistant Deputy Administrator for Animal Care. Before that, while Chief Staff Veterinarian for VS' Domestic Programs Support Staff, he served on the committee that created REAC's Animal Care staff for the 1988 reorganization.

Schwindaman has served USDA in various functions since 1959, including Assistant Veterinarian in Charge in New Jersey and Veterinarian in Charge in Delaware. He has held various staff positions in Hyattsville since 1968.

He helped write the regulations and standards for the Laboratory Animal Welfare Act and its subsequent amendments. He served as

Senior Staff Veterinarian and later Chief of the Animal Care Staff when these functions were with Agricultural Research Service (ARS), the forerunner of APHIS.

Schwindaman received a D.V.M. degree from Kansas State University with postgraduate work at the University of Delaware. He served in

(continued on page 11)

Celebrating a Rich Hispanic Heritage



APHIS PHOTO BY WILFREDO GUTIERREZ

APHIS' PPQ Work Unit in Elizabeth, NJ, joined employees of the Immigration & Naturalization Service to celebrate Hispanic Heritage Month in September. IS Deputy Administrator Alex Thiermann served as keynote speaker, discussing employment opportunities for Hispanics in APHIS. Here, Thiermann (left) talks with PPQ Officers Dalva Serrano and Angel Gonzalez, who helped organize the event. PPQ employee Debora Bardeguet-Brown serves as Hispanic Employment Program manager for the Elizabeth location, and Wilfredo Gutierrez was coordinator of the day's events. See page 9 for more information about APHIS' Hispanic heritage activities.



Everyone Handles the Telephone!

By Linda Story, Program Manager, Operation Jumpstart

We often need reminders when the daily pressure of office work includes a telephone that won't stop ringing. This is when we are really put to the test and feelings and emotions are stretched to the limit. So, what can we do?

In most instances our telephone behavior is the first contact the public has with our office, with APHIS, and, perhaps, with USDA. Knowing how to answer politely and professionally is imperative.

Transferring calls and taking accurate messages are important, but they are just a part of the overall picture. More importantly, the telephone must be answered efficiently, in a friendly, helpful manner. Tone of voice and word choice often overshadow our ability to transfer the call or take a message.

Here are some tips that may help in the daily use of the telephone:

1. Smile. Believe it or not, the caller can tell when you're smiling. A friendly, happy voice reflects a smile and gives a lasting impression of a good attitude and a nice office to deal with.

2. Answer quickly. Try to answer the telephone by the third

ring. That way, the caller can tell that answering the telephone is a priority and that their call is important and will be dealt with effectively.

3. Identify yourself and your office. That way, the caller knows with whom they are speaking as well as whether they have the correct office.

4. Use a cheerful, upbeat tone of voice. This will convey a feeling of service and willingness to help the caller.

5. In taking messages, be prepared with message pad and pen in hand. Make sure that all messages are accurate and legible. Accuracy can be ensured by repeating the message back to the caller.

Repeating the return phone number is especially important! It takes a little extra time, but it may save time in the long run.

6. If a call must be placed on hold, give the caller the option of holding or being called back. Check back with the caller after 30 seconds or so to see if they still wish to hold. Holding seems to take an eternity, even when it is only a minute or two.

7. Apologize for any delays or errors, even when no one is at fault.

8. When ending a call, never say "bye-bye." "Bye" or "Goodbye" are much more appropriate for a business situation and leave the caller feeling they have been dealing with a professional.

Each office usually establishes its own standard procedures for using the telephone, and we should know what is expected.

Even so, new and better ideas are always welcome. When you have an idea, share it with your supervisor and coworkers. If we don't share new ideas, things will stay the way they've always been.

The impression we create when answering the telephone reflects on us both as individuals and as representatives of our office. And, it will be a lasting impression. Make the right telephone choices—we only have one chance to make a good first impression! ■

Letters to the Editor

To: Editor, *Inside APHIS*

I want to take this moment to thank the APHIS family for the telephone calls, cards, flowers, and many prayers during my recovery from major surgery. Your thoughtfulness was certainly appreciated. It's a pleasure to know that I've acquired so many friends within APHIS.

Clarence Lemon, Acting Director
Equal Opportunity & Civil Rights

To: Director, LPA

It is with regret that I notify you of the death of ADC Specialist Donald J. Fryda, Sr., of Oxford, NE. Don retired effective Aug. 3, 1992, with 32 years of service to the Nebraska ADC program. He passed away Aug. 12 of cancer.

Charles S. Brown, State Director

Inside APHIS

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Elsie McHattie, Secretary, Animal Damage Control, Denver, CO

By Stuart McDonald, Public Information, LPA



Elsie McHattie, Secretary, Western Region, ADC.

APHIS PHOTO BY LAURA SMITH

"Animal Damage Control. May I help you?"

The voice on the phone has a certain musical quality to it, a lilt. Those few words convey a feeling of warmth and friendliness. If a voice can smile, this voice *smiles!*

The voice belongs to Elsie McHattie at the Western Regional Office of APHIS' Animal Damage Control Program in Denver. And she could give lessons in telephone technique.

McHattie's job entails the usual secretarial duties of time-and-attendance reports, purchasing requests, and relocations. "I'm a jack-of-all-trades," she says, in her characteristically modest way.

But, for her telephone duties, McHattie must not only be familiar with the personnel of the 14-person office but also possess an overall knowledge of ADC's program responsibilities. When she takes an incoming inquiry, she must match it to the appropriate person.

Almost every call to the Regional Office goes through McHattie, and

ADC gets lots of calls! Homeowners want to deal with raccoons in the garden or squirrels in the attic; the media call for specific information on some aspect of the ADC program; students want material for class projects; farmers and ranchers call with wildlife damage problems; and animal rights activists have criticism of the ADC program.

Some of the callers are frustrated, angry, or annoyed. Most of them talk to McHattie first, and everyone she talks to receives the same gracious and courteous response. Certainly, McHattie's cheerful disposition works magic on those with whom she comes in contact.

In person, Elsie McHattie is as warm and friendly as you'd expect from her voice. She's a petite person, and her eyes sparkle. Those who work with her on a day-to-day basis say they have never seen her in a blue funk.

McHattie grew up on a grain farm near Devil's Lake, ND, and moved to Denver after high school. She has

four grown children, including a daughter who married this summer. Her sons live in the Denver area, and she has one grandson nearby.

McHattie's life revolves around her family, church, and work. She spends several hours a week in volunteer activities at her church.

And when it comes to work, on top of her 40 hours a week with ADC, Elsie puts in 30 to 35 hours a week at the Sears department store. Not surprisingly, she works for their customer service department! ■

On Oct. 1 one of APHIS' record-breaking producers celebrated his retirement with a simple ceremony in Miami. Bill the Beagle is holder of Beagle Brigade records for most seizures in a year (4,300 in 1990), most seizures in a month (648 in September 1990), most seizures in a day (67 on Mar. 17, 1990), and most meat in a single seizure (400 pounds from Oriental royalty). Bill has over 12,000 seizures to his credit after 6 years of sniffing out prohibited fruit, meats, plants, vegetables, and soil in Seattle, Houston, and Miami. Bill will retire to the home of his handler, Canine Officer Gary Lair, where he will share quarters with a white Maltese named Sasha.



APHIS PHOTO BY LOURDES ORTEGA EDLIN

DCArc-APHIS: Working Partners

By Cynthia Eck, Public Information, LPA

Patience, kindness, and understanding. These three qualities help Susan Harrison accomplish her job.

Harrison is the Support Services Supervisor for Distribution in M&B's Documents Management Branch, Management Services Division (MSD), Hyattsville.

Since September 1990, APHIS has contracted an on-site service with the DCArc (formerly, the District of Columbia Association for Retarded Citizens) to run its mailroom distribution.

Harrison directly oversees the work of the five DCArc employees on her staff. The staffers, paid hourly by DCArc, fill bulk orders, route mail, and answer telephones.

Each one has specific duties assigned to them. Sandra Barnes is a receptionist; she is also responsible for distributing airline tickets. Dale Haynes is a distribution clerk responsible for mail routing and internal package delivery.

Angela Reid and Hellen Jennifer are distribution clerks handling mass-mail stuffing and labeling. Charlotte Curtis, as a distribution clerk and back-up receptionist,

offers encouragement and support to the rest of the workers.

Together this team sets out to package, label, and prepare for processing more than 6,000 pieces of mail each day. Most of this mail consists of regulations, bulletins, notices, memorandums, brochures, pamphlets, and public requests.

"I can't begin to tell you how proud I am of each and every one of my DCArc people," says Harrison, a warm person with an easy laugh. "I know I can rely on them to show up every day and work to their fullest abilities."

Another DCArc employee works at the APHIS site in Hyattsville as an LPA courier. Bernard Rook delivers APHIS executive correspondence back and forth between Hyattsville and downtown Washington, DC. To do so, Rook must ride the shuttle eight times a day.

Sally Liska, who is LPA's Correspondence Control Officer and Rook's supervisor, says that Rook and his coworkers are gaining in confidence as they see their success grow. "Bernard is a team player. I never worry about correspondence



Sandra Barnes.

being delivered on time because Bernard is reliable and conscientious about his work."

Before Rook leaves for his daily trek, he verifies addresses and seeks out Liska to give her correspondence that requires special attention.

Liska frequently jokes with Rook that he is bringing back too much mail for her to handle. Rook quickly responds with a laugh, "Hey, don't kill the messenger!"

Liska indicated that open communication is key to a good working relationship with any employee. She and Rook, both known for having a sweet tooth, might share a candy break just to chat.

To provide consistent rapport between DCArc and APHIS, Harrison frequently meets with Joyce Dawkins, DCArc Supervisor, to discuss employee performance or additional training needs.

After DCArc contracts with an employer, a job trainer accompanies the worker to the job site to oversee a smooth transition from support services to successful employment. Initially, the job trainer might accompany the employee to work for as much as 40 hours a week.

As the worker becomes more confident and independent, the job



Dale Haynes and Charlotte Curtis.

APHIS photographs by Laura Smith.

trainer visits less. After the 3-month learning period, the job trainer assesses whether additional support is needed.

DCArc also supports the supervisor through biweekly meetings, annual seminars, and workshops. The meetings allow the supervisors to offer feedback on their DCArc employees.

Dawkins says their relationship with APHIS has been very beneficial. In December 1991 APHIS received the Contractor of the Year award in the "Government" category at DCArc's annual "Employer of the Year" award luncheon.

"We wanted APHIS and Susan to know how much we appreciate the employment opportunities that they provide," says Dawkins. "Susan sets the example of an outstanding employer who is very sincere in wanting to help her staff succeed."

Their success can be measured in the increased turnaround time in processing distribution work. According to Harrison, the Distribution Unit is staffed from 6:30 a.m.



Angela Reid and Helen Jennifer.



Bernard Book.

until 5:00 p.m. daily, so that they are accessible to anyone in APHIS.

Before MSD had the DCArc employees on site, bulk packaging was sent to the DCArc's Northeast distribution center in the District of Columbia. There, according to Harrison, APHIS had little control over priority projects. Distribution projects were processed on a first-come, first-served basis.

Susan Bouffier, Chief of MSD's Documents Management Branch, is very happy with the way Harrison manages the DCArc staff. "Susan is sensitive to the needs of her employees," Bouffier says. "She comes through 100 percent and so, in turn, does her staff."

The program has been so successful that Bouffier is hoping to use other rehabilitation group contracts in the future for clerical and secretarial services. "When we lose Federal employees through attrition," she says, "we carefully look at the possibility of hiring persons with disabilities through contracts."

"DCArc has a 3-year contract with APHIS that can be renewed in 1995," Bouffier says. "There are plans for renewal, as long as the budget continues to allow for their services. The quality of service would seriously be diminished without these employees." ■

Named in this list are APHIS employees who have retired since June 1992.

Animal Damage Control

Gary Dasch, Wildlife Biological Technician, Lakewood, CO
Donald Fryda, Wildlife Biological Technician, Oxford, NE
Floyd Hobbs, Wildlife Biological Technician, Lincoln, NM
James Keith, Research Wildlife Biologist, Lakewood, CO
Alvie Peyton, Wildlife Biological Technician, Medford, OR
Ronald Thompson, Supervisory Wildlife Biologist, Sacramento, CA
Harold Weeks, Wildlife Biological Technician, Basin, WY

Plant Protection & Quarantine

Charles Bono, Chemist, Gulfport, MS
Cesar Gonzalez, PPQ Officer, San Juan, PR
Raymond Hoff, PPQ Officer, Nogales, AZ
Harold Rockwell, PPQ Officer, Syracuse, NY
Geraldine Tomei, Secretary, Los Angeles, CA

Regulatory Enforcement & Animal Care

Arthur Wilson, Jr., Special Assistant to the Deputy Administrator, Hyattsville, MD

Veterinary Services

Dale Bruch, Supervisory Veterinary Medical Officer, Key West, FL
Frances Cole, Biological Laboratory Technician, Microbiology, Ames, IA
Lawrence Koehler, Program Clerk, Typing, Pickerington, OH
Jack Lambert, Veterinary Medical Officer, Wolf Point, MT
Robert Thornberry, Veterinary Medical Officer, Seattle, WA
Jesse Wilson, Administrative Officer, Conyers, GA
Charles Winslow, Veterinary Medical Officer, Pembina, ND

National Caregivers' Week, Nov. 22-28

By Ray Nosbaum, Work and Family Life Program Specialist, M&B

Who takes care of older family members who are either chronically ill or unable to perform one or more activities of daily living? Research indicates that over 70 percent of caregivers are women and that 15 to 30 percent are workers.

A growing number of caregivers also provide care to dependent children, and in the sense of caregiving, they are "sandwiched" between generations.

These numbers are expected to grow as the numbers of older Americans increase and the workforce ages.

National Caregivers' Week, Nov. 22-28, offers employers an opportunity to recognize employees who are caregivers. The Federal Government, including APHIS, is encouraging its managers to recognize them.

Employees in Hyattsville will be honoring caregivers on Nov. 23. Two panels, one at 10 a.m. and one at 1:30 p.m., will focus on how to access resources. Additionally, materials to help caregivers will be distributed to employees at the ground- and first-floor security booths. Field locations can choose from a number of activities, such as displaying posters and handouts, sponsoring a brown-bag presentation by a staff member on the experience of caregiving, or inviting professionals to talk with employees about caregiving. They might also

inform employees about seminars and resources at nearby hospitals or other community services, such as the local area agency on aging.

In October, the Work and Family Life Center at the Office of Personnel Management is distributing information to Federal agencies about National Caregivers' Week. If you would like more information,

contact Ray Nosbaum, Dependent and Family Care Specialist, Human Resources Division, 301-436-6658.

Correction: The Eldercare Locator 800 number in the September issue of *Inside APHIS* was incorrect. **The correct Eldercare Locator number is 1-800-677-1116. ■**



PHOTO BY SAM WINKLEMAN

In June, 170 elk were flown from the U. S. to South Korea—the first such shipment in 17 years—after veterinarians with the Import-Export National Center successfully negotiated a set of import health requirements with South Korean veterinary officials. The velvet from the antlers of deer and elk, which are shed each year, is highly valued as an aphrodisiac in many Asian countries. Above, a few of the 170 elk are seen awaiting departure at the Rim Rok Elk Ranch in Bellville, TX, where they were born and raised. From there, the animals were trucked to Houston International Airport for their flight to Seoul.

Traveling Safely Overseas

By Eric R. Hoffman, International Services

With the world shrinking daily and more and more APHIS work being done internationally, The National APHIS Safety and Health Council (NASHC) recently began a pilot project to help APHIS international travelers with safety, health, and security concerns worldwide.

The Council has subscribed to an international health database that is updated weekly. The database includes health, safety, and security recommendations from three sources: the Centers for Disease Control's Advisory Memos and the Morbidity-Mortality Weekly Report; the World Health Organization's latest information on worldwide disease prevalence and prophylaxes; and the U.S. State Department's Travel Advisories, with information about visas, currency restrictions, terrorism, health conditions, driving hazards and restrictions, and other matters.

Currently, the database contains this information for 219 different countries. Others are added as they come into existence.

IS Travel Specialist Doris Katz managed APHIS' use of the database in conjunction with coordinating visas and country clearances. As soon as she receives a request to process an official international trip, she sends the traveler a database printout on the countries involved. APHIS international travelers should plan their trips as far in advance as possible to ensure that they will receive the necessary information on immunizations, malarial prevention, and high altitude testing. Travelers should remember that the information provided in the database is to be used only as a guide and is not required unless so stated.

Because health, safety, and security issues are a concern at all times and not just while on official travel, NASHC has made these reports available to Judy Heckel at the USDA Health Unit, Room 203, Federal Building, Hyattsville, MD 20782 (301/436-8860). All those traveling internationally for other than official reasons may wish to contact her for the information on the country(s) of interest.

The National APHIS Safety and Health Council (NASHC) is made up of Agency employees from a cross-section of locations. The Council assists the Administrator in developing and implementing the Agency objectives and responsibilities under the Agency Occupational Safety and Health Program. As such, the Council:

- Develops national safety and health policy.
- Determines an agenda of special focus projects to be carried out by the Safety, Health, and Environmental Section (SHES).
- Identifies additional needed components of safety and health programs.
- Maintains an awareness of regional safety and health council concerns.
- Assures that safety and health issues receive adequate management attention at all levels of the Agency.

In identifying additional needed components of safety and health programs one of the areas where NASHC has expanded its vision is international safety and health.



APHIS PHOTO BY ROBERT NAVE

A delegation of four Chinese plant health officials visited Hawaii, California, and Washington State in August to review APHIS' procedures for controlling Medfly and other pests as well as U.S. export certification procedures. Here, IS Staff Officer Pat Gomes (second from left) hosts Yao Wenguo (fourth from left), Deputy Director For China's Animal and Plant Health Quarantine, at a Washington orchard, where local and State officials explain fruit production systems. The visit was designed to show the delegation the success of U.S. exclusion, detection, containment, and eradication efforts. The Chinese also visited PPQ headquarters in Washington, DC, and the Port Operations and Biological Assessment and Taxonomic Support staffs in Hyattsville before returning to China.

Making Mangoes Safe for U.S. Markets

By Janna Evans, Public Information, LPA, Mexico City

What would you look like if you spent 90 minutes in a Jacuzzi® set at 115 degrees Fahrenheit? Whatever your response, it would not be smooth and oval and greenish-yellow.

Mangoes pass through such a "superbath" on their way to U.S. supermarkets. This procedure, otherwise known as the mango hot-water treatment, was developed by Agricultural Research Service (ARS) scientists at APHIS' request as a means of destroying fruit-fly larvae without resorting to pesticides.

More than 90 percent of the mangoes consumed in the United States are grown elsewhere. Most—about 650 million pounds—are grown "south of the border" in Mexico and exported north.

One particularly destructive pest, the Mediterranean fruit fly or Medfly, was eradicated from Mexico several years ago with another ARS invention—sterile-insect releases. However, some of its notorious cousins, like the Mexican fruit fly, continue to plague fruit- and vegetable-growing regions in Mexico.

IS employees in Mexico deal with this potential threat to U.S. agriculture by working with mango producers to treat the mangoes before they leave Mexico.

Nathaniel 'Nat' Perry is the IS Officer in Charge in Guadalajara, MX. One of his responsibilities is certifying that about 60 hot-water treatment facilities in western Mexico are in compliance with operational requirements.

"The hot-water treatment is really just an enormous hot tub—a 115-degree Jacuzzi®," says Perry. "We dip maturing mangoes into these big baths. The heat penetrates the fruit and kills any fruit-fly larvae hidden inside. After that, the mangoes finish ripening as they are transported to grocery stores and markets."

In 1988, after the hot-water treatment had been developed and tested, 33 mango producers in Mexico asked IS to certify their hot-water treatment facilities. Responding to producer interest in exporting fruit to the United States, IS trained inspectors to supervise the hot-water treatments at each mango plant throughout Mexico. These inspectors oversee all activities to make sure that Mexican mangoes are pest-free.

When the mangoes are brought from the groves to packing plants for treatment, a sample from every crate is sliced and checked for fruit-fly larvae. If larvae are found, the



APHIS PHOTO BY JANNA EVANS

Mangoes are sorted by size with this mechanism; hot-water treatment is varied according to the size of the mangoes. IS' OIC Nat Perry, second from left, watches the sorting process in a packing shed.

entire shipment is rejected and marked for local consumption only. Mangoes that pass the sampling process are then sorted by size, which helps determine the length of treatment.

To make sure fruit-fly larvae are destroyed, IS inspectors enforce the length of treatment time. Smaller mangoes are submerged for 75 minutes, larger ones for 90 minutes.

Two kinds of hot-water baths can be used to treat mangoes destined for U.S. markets. The first and most common is called the batch or basket method and involves submerging a large metal basket of mangoes into a hot-water tank. The second method is called continuous: mangoes are drawn underwater by a conveyer belt and held beneath the water's surface by a wire screen.

"We need to make sure the water is evenly circulated, so we use the same kind of pump commonly used in hot tubs," Perry said. "The inspectors constantly monitor the temperature in each tank to make sure the water is at least 115 degrees."



APHIS PHOTO BY LAURA SMITH

Nat Perry (left) with APHIS mango inspectors Francisco Figuerda (center) and Susano Duran check the temperature of the bath at a mango treatment facility. Mangoes would normally be placed in the basket that is submerged in this picture.

Celebrating a Rich Hispanic Heritage

By Ed Curlett, Public Information, LPA

APHIS kicked off its Hispanic Heritage Month with a ceremony commemorating 500 years of Hispanic contributions to America.

"Hispanic contributions to America bring us vital heritage, tradition, and a continuation of significant cultural experiences that have enriched our way of life," said APHIS' Associate Administrator Lonnie King.

"Our agency continues to be enriched by Hispanic Americans. APHIS is a better agency today because of the contributions of Hispanic employees," King said.

About 11.4 percent of APHIS employees are Hispanic, King said. "Hispanic employment is an important part of APHIS' workforce diversity."

King opened the ceremony and introduced keynote speaker David E. Hayes-Bautista, Director of the Center for Study of Latino Health at the University of California, Los Angeles.

Latinos contribute a high work ethic, strong family values, and 500 years of cultural heritage to America, Bautista said. "The Latino-Catholic civilization started when Christopher Columbus came to the New World," he said.

"Europeans and Indians got together 500 years ago and interacted morally, intellectually, and spiritually to create a new civilization," Bautista said. "Whether that was good or bad will be argued forever."

Latinos are a rapidly growing part of the population that will continue to provide rich cultural diversity to the United States, Bautista said.

Clarence Lemon, Acting Director for M&B's Equal Opportunity and Civil Rights staff, closed the ceremony with praise for APHIS' record on employment.

"APHIS is a unique Federal employer," Lemon said. "We have achieved what I believe is a multicultural workplace. We've eliminated under-representation in APHIS. APHIS is now representative of the civilian labor force."

"We are well on our way to instituting the type of cultural transformation that will be required to sustain our workforce diversity process," Lemon said.

Hispanic Heritage Month is observed from Sept. 15 to Oct. 15. ■

Mangoes continued from page 8

According to Perry, the total cost of APHIS' involvement in the hot-water treatment program, including the inspectors' salaries, is reimbursed 100 percent by the mango exporters. "The mango hot-water treatment program provides the U.S. consumer with a product that otherwise would not be readily available," he says. "But perhaps more importantly, hot-water treatments make foreign mangoes less of a threat to U.S. agriculture without use of pesticides." ■



APHIS PHOTO BY CINDY RIGGS

The 1992 Public Veterinary Practice Career (PVPC) class finished its year with an epidemiology field exercise followed by a graduation ceremony in Mobile, AL, in August. For the field study, the vets visited 252 horse farms in search of eastern equine encephalitis (EEE). They drew blood from 1,139 horses and gathered data on them. Here, participants watch a demonstration on mist-netting songbirds, which are caught so that blood titers for EEE can be collected. Incidence of EEE on the East Coast fluctuates in humans and horses, but the birds represent a known reservoir of the disease. Shown are (from left) Debbie Hawkins, now in Kutztown, PA; Ellie Nielson, Ames, IA; Kathy Marshall, Honolulu; Kent Holm, Lewis, MD; Bud Haller, Tucumcari, NM; and Rod Meler, Sweetgrass, MT.

Reuters described an "inexpensive spray" available for use on chickens at processing plants to treat **salmonella** contamination. The trisodium phosphate (TSP) spray eliminates all traces of salmonella and significantly reduces levels of other bacteria, according to an FSIS official speaking at the annual meeting of the American Veterinary Medical Association. The process is expected to receive approval from the Food and Drug Administration for use in poultry packing plants. *Food Chemical News* also carried an article about the TSP rinse.

Food Chemical News quoted Salmonella Taskforce Director John Mason in a separate article on programs in the United States and Canada to control *Salmonella enteritidis*.

Associated Press reported that APHIS is encouraging sheep and goat owners to use a new voluntary certification program for **scrapie**. The 5-year certification program

was developed cooperatively by producers, researchers, industry representatives, and State and Federal animal health officials.

USA Today reported concern on the part of environmental groups that Hawaii is experiencing a "silent invasion" of **foreign animal and plant species** that threaten its \$1 billion agriculture industry and its delicate ecosystem.

The *Washington Post* told of the background in **exotic bird trade** that has precipitated the Wild Bird Conservation Act before Congress.

Congress' Office of Technology Assessment (OTA) urged government regulators to take the lead in dispelling the public's doubts about **bioengineered foods** so that their commercial potential can be reached, according to the *Wall Street Journal*. The OTA released a 450-page report that said that APHIS is well suited to regulate the development and marketing of pest-resistant crops. According to the *Journal*

article, the report said "the inspection service already is taking the lead in regulating field trials of genetically engineered plants."

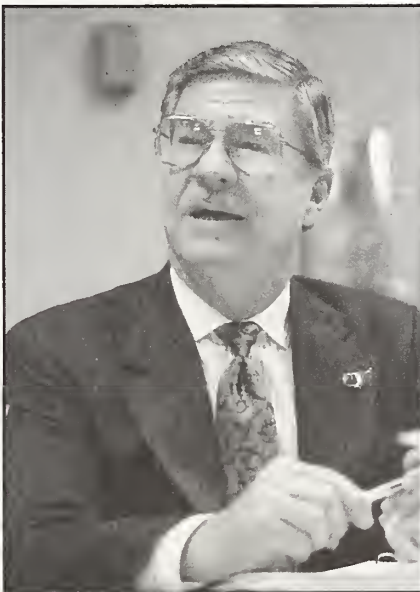
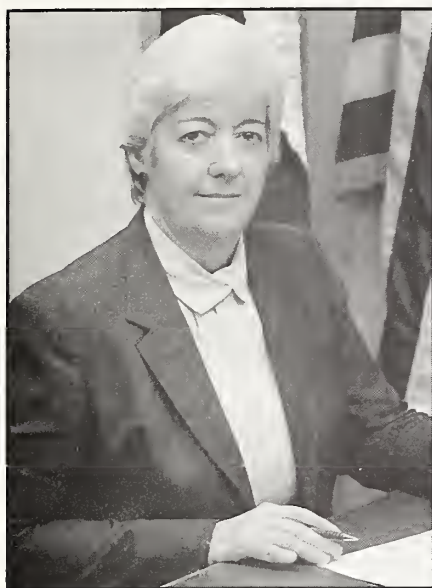
The *Washington Post* reported that the National Zoo is testing a **contraceptive vaccine** on 30 white-tailed deer at its research center in Virginia.

USA Today and the *New York Times* reported on the planned return of the endangered **gray wolf** to Yellowstone National Park. Animal activists and ranchers attended hearings in Helena, MT; Cheyenne, WY; Boise, ID; Seattle, WA; Salt Lake City, UT; and Washington, DC. According to *USA Today*, Montana has about 50-60 wolves in the entire State, which compares with 40 in Wisconsin, fewer than 15 in Idaho, 12-20 in Michigan's Upper Peninsula, and 1,500-1,750 in Minnesota (where the wolf is listed as threatened). These numbers compare with 5,900-7,200 for Alaska and 55,000 for Canada.



APHIS PHOTO BY ROBIN PORTER

The Pine Shoot Beetle, a pest from Europe previously not found in the United States, has recently been discovered infesting Scotch and white pine trees in Ohio, Illinois, Indiana, Michigan, New York, and Pennsylvania. APHIS employees are working with personnel from the Forest Service, Extension Service, and State Departments of Agriculture to discover and delimit areas of infestations. The beetle has been found on Christmas tree plantations, and APHIS provided information to the National Christmas Tree Association at its annual meeting in Spokane, WA, in August. The beetle is a serious economic pest in Europe; it may have entered the United States in wood dunnage used on cargo ships and left on shore when the ships moved through the Great Lakes. Here, Milt Holmes, Senior Operations Officer for PPQ's Domestic and Emergency Operations, looks for the beetle with Vic Mastro, Director of the Otis Plant Methods Center, Otis ANGB, MA.



New Posts continued from page 1

the Air Force and spent time in private practice and with the State brucellosis program in Minnesota.

Current REAC Deputy Administrator Joan Arnoldi has been named Director of the National Veterinary Services Laboratories in Ames. Arnoldi has been with APHIS since 1988.

Previously she served as Wisconsin State Veterinarian and Administrator of the Wisconsin Department of Agriculture's Animal Health Division.

Arnoldi has experience as Director of Wisconsin's State Diagnostic Laboratories. She has worked as a research veterinarian in the pharmaceutical industry and as a private veterinarian. Arnoldi received a D.V.M. degree from the University of Illinois. She also received a B.S. degree in zoology and an M.S. degree in physiology from the University of Illinois.

Robert Nervig, NVSL Director since 1987, assumes the position of Director, VS Western Region.

Nervig has worked with different NVSL groups since 1970, including the Anaerobic Bacteriology and Aerobic Bacteriology Sections of the Biologics Bacteriology Lab. Nervig also worked with the Leptospirosis research unit of ARS' National Animal Disease Center in Ames.

Nervig has served as veterinarian with the U.S. Army at Ft. Leavenworth, KS. He received a D.V.M. degree from Iowa State University and an M.S. degree in microbiology from the University of Georgia. ■

Clockwise, from top left: Joan Arnoldi, Robert Nervig, Dale Schwindaman, and Don Husnik.

Photos by Kevin Conner, Tom Glasson, Laura Smith.

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